

KNI PARENT/GUARDIAN SATISFACTION SURVEY

NOVEMBER 2011

Summary of Responses Received by 12/5/11 (100 Surveys Received)

Please answer the questions below based on your experience *during the past year*. Rate your satisfaction using this scale:

5--Strongly agree; 4--Agree; 3--Neutral; 2--Disagree; 1--Strongly disagree; NS--Not Sure

1) Staff members at KNI treat the person I care about in a positive and respectful manner.

5	4	3	2	1	NS
11/11 Average—4.89			11/11 “1 or 2” responses—0		
11/10 Average—4.82			11/10 “1 or 2” responses--0		
11/09 Average—4.84			11/09 “1 or 2” responses--0		
11/08 Average—4.70			11/08 “1 or 2” responses--0		
11/07 Average—4.69			11/07 “1 or 2” responses--0		
1/06 Average—4.77			11/06 “1 or 2” responses--0		
11/05 Average—4.70			11/05 “1 or 2” responses--0		
12/04 Average—4.58			12/04 “1 or 2” responses--1		
11/03 Average—4.67			11/03 “1 or 2” responses--0		
11/02 Average—4.74			11/02 “1 or 2” responses--0		
11/01 Average—4.63			11/01 “1 or 2” responses--1		
11/00 Average—4.53			11/00 “1 or 2” responses--1		
11/99 Average—4.51			11/99 “1 or 2” responses--1		
11/98 Average—4.52			11/98 “1 or 2” responses--2		
5/97 Average—4.55			5/97 “1 or 2” responses--1		

2) The home of the person I care about is clean.

(1997–2001: I am pleased with the condition of the home the person I care about lives in at KNI.)

5	4	3	2	1	NS
11/11 Average—4.79			11/11 “1 or 2” responses—0		
11/10 Average—4.66			11/10 “1 or 2” responses--1		
11/09 Average—4.80			11/09 “1 or 2” responses--0		
11/08 Average—4.65			11/08 “1 or 2” responses--1		
11/07 Average—4.63			11/07 “1 or 2” responses--0		
11/06 Average—4.63			11/06 “1 or 2” responses--0		
11/05 Average—4.59			11/05 “1 or 2” responses--1		
12/04 Average—4.52			12/04 “1 or 2” responses--2		
11/03 Average—4.54			11/03 “1 or 2” responses--1		
11/02 Average—4.59			11/02 “1 or 2” responses--0		
11/01 Average—4.63			11/01 “1 or 2” responses--1		
11/00 Average—4.56			11/00 “1 or 2” responses--1		
11/99 Average—4.61			11/99 “1 or 2” responses--0		
11/98 Average—4.53			11/98 “1 or 2” responses--1		
5/97 Average—4.52			5/97 “1 or 2” responses--1		

3) The home of the person I care about is in good repair.

(1997–2001: I am pleased with the condition of the home the person I care about lives in at KNI.)

5	4	3	2	1	NS
11/11 Average—4.76			11/11 “1 or 2” responses—0		
11/10 Average—4.67			11/10 “1 or 2” responses--1		
11/09 Average—4.73			11/09 “1 or 2” responses--0		
11/08 Average—4.43			11/08 “1 or 2” responses--0		
11/07 Average—4.57			11/07 “1 or 2” responses--0		
11/06 Average—4.60			11/06 “1 or 2” responses--0		
11/05 Average—4.49			11/05 “1 or 2” responses--0		
12/04 Average—4.51			12/04 “1 or 2” responses--1		
11/03 Average—4.46			11/03 “1 or 2” responses--0		
11/02 Average—4.59			11/02 “1 or 2” responses--1		
11/01 Average—4.63			11/01 “1 or 2” responses--1		
11/00 Average—4.56			11/00 “1 or 2” responses--1		
11/99 Average—4.61			11/99 “1 or 2” responses--0		
11/98 Average—4.53			11/98 “1 or 2” responses--1		
5/97 Average—4.52			5/97 “1 or 2” responses--1		

4) The person I care about is safe.

5	4	3	2	1	NS
11/11 Average—4.78			11/11	"1 or 2" responses—0	
11/10 Average—4.69			11/10	"1 or 2" responses--0	
11/09 Average—4.80			11/09	"1 or 2" responses--0	
11/08 Average—4.65			11/08	"1 or 2" responses--0	
11/07 Average—4.62			11/07	"1 or 2" responses--0	
11/06 Average—4.64			11/06	"1 or 2" responses--0	
11/05 Average—4.56			11/05	"1 or 2" responses--1	
12/04 Average—4.47			12/04	"1 or 2" responses--1	
11/03 Average—4.53			11/03	"1 or 2" responses--1	

5) Staff members at KNI take reasonable steps to prevent abuse and neglect.

5	4	3	2	1	NS
11/11 Average—4.75			11/11	"1 or 2" responses—0	
11/10 Average—4.62			11/10	"1 or 2" responses--0	
11/09 Average—4.73			11/09	"1 or 2" responses--0	
11/08 Average—4.63			11/08	"1 or 2" responses--2	
11/07 Average—4.51			11/07	"1 or 2" responses--0	
11/06 Average—4.60			11/06	"1 or 2" responses--0	
11/05 Average—4.60			11/05	"1 or 2" responses--0	
12/04 Average—4.42			12/04	"1 or 2" responses--2	
11/03 Average—4.49			11/03	"1 or 2" responses--0	

6) The person I care about receives good personal care from KNI's staff.

(1997–2001: When I visit, I am pleased with the overall appearance of the person I care about who lives at KNI.)

5	4	3	2	1	NS
11/11 Average—4.82			11/11	"1 or 2" responses—0	
11/10 Average—4.75			11/10	"1 or 2" responses--0	
11/09 Average—4.80			11/09	"1 or 2" responses--1	
11/08 Average—4.68			11/08	"1 or 2" responses--2	
11/07 Average—4.64			11/07	"1 or 2" responses--0	
11/06 Average—4.73			11/06	"1 or 2" responses--0	
11/05 Average—4.62			11/05	"1 or 2" responses--0	
12/04 Average—4.53			12/04	"1 or 2" responses--3	
11/03 Average—4.62			11/03	"1 or 2" responses--0	
11/02 Average—4.68			11/02	"1 or 2" responses--1	
11/01 Average—4.41			11/01	"1 or 2" responses--3	
11/00 Average—4.44			11/00	"1 or 2" responses--1	
11/99 Average—4.41			11/99	"1 or 2" responses--3	
11/98 Average—4.36			11/98	"1 or 2" responses--2	
5/97 Average—4.27			5/97	"1 or 2" responses--5	

7) The person I care about has adequate time, space and opportunities for privacy.

5	4	3	2	1	NS
11/11 Average—4.72			11/11	"1 or 2" responses—0	
11/10 Average—4.65			11/10	"1 or 2" responses--0	
11/09 Average—4.76			11/09	"1 or 2" responses--0	
11/08 Average—4.61			11/08	"1 or 2" responses--0	
11/07 Average—4.59			11/07	"1 or 2" responses--0	
11/06 Average—4.55			11/06	"1 or 2" responses--0	
11/05 Average—4.52			11/05	"1 or 2" responses--1	
12/04 Average—4.46			12/04	"1 or 2" responses--2	
11/03 Average—4.53			11/03	"1 or 2" responses--0	

- 8) Staff members at KNI do a good job of protecting confidential personal information related to the person I care about.

5	4	3	2	1	NS
11/11 Average—4.78			11/11	"1 or 2" responses—0	
11/10 Average—4.70			11/10	"1 or 2" responses--0	
11/09 Average—4.79			11/09	"1 or 2" responses--0	
11/08 Average—4.62			11/08	"1 or 2" responses--0	
11/07 Average—4.65			11/07	"1 or 2" responses--0	
11/06 Average—4.54			11/06	"1 or 2" responses--0	
11/05 Average—4.63			11/05	"1 or 2" responses--0	
12/04 Average—4.58			12/04	"1 or 2" responses--0	
11/03 Average—4.58			11/03	"1 or 2" responses--1	

- 9) The person I care about receives support to exercise his/her rights.

5	4	3	2	1	NS
11/11 Average—4.72			11/11	"1 or 2" responses—0	
11/10 Average—4.61			11/10	"1 or 2" responses--0	
11/09 Average—4.63			11/09	"1 or 2" responses--0	
11/08 Average—4.57			11/08	"1 or 2" responses--0	
11/07 Average—4.48			11/07	"1 or 2" responses--0	
11/06 Average—4.49			11/06	"1 or 2" responses--1	
11/05 Average—4.47			11/05	"1 or 2" responses--1	
12/04 Average—4.48			12/04	"1 or 2" responses--0	
11/03 Average—4.50			11/03	"1 or 2" responses--0	

- 10) The person I care about is treated fairly.

5	4	3	2	1	NS
11/11 Average—4.79			11/11	"1 or 2" responses—0	
11/10 Average—4.66			11/10	"1 or 2" responses--0	
11/09 Average—4.78			11/09	"1 or 2" responses--0	
11/08 Average—4.69			11/08	"1 or 2" responses--0	
11/07 Average—4.59			11/07	"1 or 2" responses--0	
11/06 Average—4.51			11/06	"1 or 2" responses--0	
11/05 Average—4.63			11/05	"1 or 2" responses--0	
12/04 Average—4.55			12/04	"1 or 2" responses--1	
11/03 Average—4.60			11/03	"1 or 2" responses--0	

- 11) Staff members at KNI do a good job of supporting the person I care about to do the things he/she likes to do on a day-to-day basis.

(1997–2001: I am pleased with the help the person I care about gets in doing the things he/she likes to do on a day to day basis.)

5	4	3	2	1	NS
11/11 Average—4.83			11/11	"1 or 2" responses—0	
11/10 Average—4.68			11/10	"1 or 2" responses--0	
11/09 Average—4.77			11/09	"1 or 2" responses--1	
11/08 Average—4.65			11/08	"1 or 2" responses--0	
11/07 Average—4.58			11/07	"1 or 2" responses--0	
11/06 Average—4.61			11/06	"1 or 2" responses--1	
11/05 Average—4.51			11/05	"1 or 2" responses--0	
12/04 Average—4.61			12/04	"1 or 2" responses--1	
11/03 Average—4.57			11/03	"1 or 2" responses--1	
11/02 Average—4.58			11/02	"1 or 2" responses--1	
11/01 Average—4.51			11/01	"1 or 2" responses--0	
11/00 Average—4.38			11/00	"1 or 2" responses--3	
11/99 Average—4.49			11/99	"1 or 2" responses--2	
11/98 Average—4.50			11/98	"1 or 2" responses--3	
5/97 Average—4.38			5/97	"1 or 2" responses--1	

- 12) Staff members at KNI do a good job of supporting the person I care about to experience or learn new things that are important to him/her.

(1997–2001: I am pleased with the help the person I care about gets in learning new things that are important to him/her.)

5	4	3	2	1	NS
11/11 Average—4.61				11/11 “1 or 2” responses—1	
11/10 Average—4.60				11/10 “1 or 2” responses--0	
11/09 Average—4.59				11/09 “1 or 2” responses--1	
11/08 Average—4.52				11/08 “1 or 2” responses--1	
11/07 Average—4.53				11/07 “1 or 2” responses--1	
11/06 Average—4.56				11/06 “1 or 2” responses--1	
11/05 Average—4.46				11/05 “1 or 2” responses--1	
12/04 Average—4.43				12/04 “1 or 2” responses--5	
11/03 Average—4.54				11/03 “1 or 2” responses--1	
11/02 Average—4.63				11/02 “1 or 2” responses--1	
11/01 Average—4.41				11/01 “1 or 2” responses--1	
11/00 Average—4.19				11/00 “1 or 2” responses--5	
11/99 Average—4.40				11/99 “1 or 2” responses--0	
11/98 Average—4.42				11/98 “1 or 2” responses--3	
5/97 Average—4.28				5/97 “1 or 2” responses--3	

- 13) KNI’s staff provides the support necessary for my loved one to participate in the community to an acceptable degree.

5	4	3	2	1	NS
11/11 Average—4.74			11/11 “1 or 2” responses—0		
11/10 Average—4.61			11/10 “1 or 2” responses--1		
11/09 Average—4.67			11/09 “1 or 2” responses--0		
11/08 Average—4.59			11/08 “1 or 2” responses--0		
11/07 Average—4.65			11/07 “1 or 2” responses--0		
11/06 Average—4.63			11/06 “1 or 2” responses--0		
11/05 Average—4.52			11/05 “1 or 2” responses--0		
12/04 Average—4.43			12/04 “1 or 2” responses--2		
11/03 Average—4.60			11/03 “1 or 2” responses--0		

- 14) Staff members at KNI do a good job of keeping me informed about the life of my loved one.

(1997–2001: I am pleased with efforts made by staff at KNI to keep me informed about the life of the person I care about.)

5	4	3	2	1	NS
11/11 Average—4.59			11/11 “1 or 2” responses—1		
11/10 Average—4.44			11/10 “1 or 2” responses--3		
11/09 Average—4.59			11/09 “1 or 2” responses--0		
11/08 Average—4.44			11/08 “1 or 2” responses--4		
11/07 Average—4.45			11/07 “1 or 2” responses--3		
11/06 Average—4.40			11/06 “1 or 2” responses--2		
11/05 Average—4.44			11/05 “1 or 2” responses--2		
12/04 Average—4.47			12/04 “1 or 2” responses--2		
11/03 Average—4.40			11/03 “1 or 2” responses--5		
11/02 Average—4.37			11/02 “1 or 2” responses--2		
11/01 Average—4.33			11/01 “1 or 2” responses--3		
11/00 Average—4.25			11/00 “1 or 2” responses--5		
11/99 Average—4.29			11/99 “1 or 2” responses--4		
11/98 Average—4.21			11/98 “1 or 2” responses--9		
5/97 Average—4.36			5/97 “1 or 2” responses--7		

15) Staff members at KNI encourage me to be involved in the life of my loved one.

(1997-2002: "I feel my input is valued by staff members at KNI.")

5	4	3	2	1	NS
11/11 Average—4.69			11/11	"1 or 2" responses—1	
11/10 Average—4.60			11/10	"1 or 2" responses--1	
11/09 Average—4.73			11/09	"1 or 2" responses--0	
11/08 Average—4.67			11/08	"1 or 2" responses--0	
11/07 Average—4.67			11/07	"1 or 2" responses--0	
11/06 Average—4.66			11/06	"1 or 2" responses--0	
11/05 Average—4.63			11/05	"1 or 2" responses--0	
12/04 Average—4.57			12/04	"1 or 2" responses--0	
11/03 Average—4.68			11/03	"1 or 2" responses--0	
11/02 Average—4.46			11/02	"1 or 2" responses--1	
11/01 Average—4.39			11/01	"1 or 2" responses--2	
11/00 Average—4.29			11/00	"1 or 2" responses--2	
11/99 Average—4.40			11/99	"1 or 2" responses--1	
11/98 Average—4.28			11/98	"1 or 2" responses--3	
5/97 Average—4.26			5/97	"1 or 2" responses--2	

16) The person I care about receives the health care services he/she needs.

(1998–2001: I am pleased with the health care services my loved one receives at KNI.)

5	4	3	2	1	NS
11/11 Average—4.83			11/11	"1 or 2" responses—0	
11/10 Average—4.72			11/10	"1 or 2" responses--0	
11/09 Average—4.80			11/09	"1 or 2" responses--0	
11/08 Average—4.70			11/08	"1 or 2" responses--2	
11/07 Average—4.62			11/07	"1 or 2" responses--1	
11/06 Average—4.68			11/06	"1 or 2" responses--0	
11/05 Average—4.65			11/05	"1 or 2" responses--0	
12/04 Average—4.54			12/04	"1 or 2" responses--3	
11/03 Average—4.66			11/03	"1 or 2" responses--0	
11/02 Average—4.58			11/02	"1 or 2" responses--1	
11/01 Average—4.54			11/01	"1 or 2" responses--1	
11/00 Average—4.50			11/00	"1 or 2" responses--3	
11/99 Average—4.46			11/99	"1 or 2" responses--3	
11/98 Average—4.39			11/98	"1 or 2" responses--6	
5/97 Average—Not included in survey			5/97	Not asked	

17) KNI's staff have been responsive to any changing needs experienced by my loved one during the past year.

(2001-2007: I am pleased with the changes that have taken place in my loved one's life during the past year. 1997–2000:

I am pleased with changes that have been made at KNI during the past few years.)

5	4	3	2	1	NS
11/11 Average—4.79			11/11	"1 or 2" responses—0	
11/10 Average—4.65			11/10	"1 or 2" responses--0	
11/09 Average—4.76			11/09	"1 or 2" responses--0	
11/08 Average—4.61			11/08	"1 or 2" responses--1	
11/07 Average—4.47			11/07	"1 or 2" responses--1	
11/06 Average—4.45			11/06	"1 or 2" responses--1	
11/05 Average—4.40			11/05	"1 or 2" responses--2	
12/04 Average—4.45			12/04	"1 or 2" responses--2	
11/03 Average—4.50			11/03	"1 or 2" responses--0	
11/02 Average—4.36			11/02	"1 or 2" responses--1	
11/01 Average—4.28			11/01	"1 or 2" responses--2	
11/00 Average—4.23			11/00	"1 or 2" responses--2	
11/99 Average—4.17			11/99	"1 or 2" responses--2	
11/98 Average—4.24			11/98	"1 or 2" responses--7	
5/97 Average—4.20			5/97	"1 or 2" responses--4	

- 18) Staff members at KNI provide the support necessary for the person I care about to identify and work toward personal goals and dreams.

5	4	3	2	1	NS
11/11 Average—4.74			11/11	"1 or 2" responses—0	
11/10 Average—4.55			11/10	"1 or 2" responses--0	
11/09 Average—4.62			11/09	"1 or 2" responses--1	
11/08 Average—4.53			11/08	"1 or 2" responses--0	
11/07 Average—4.46			11/07	"1 or 2" responses—0	
11/06 Average—4.51			11/06	"1 or 2" responses—0	
11/05 Average—4.44			11/05	"1 or 2" responses—1	
12/04 Average—4.47			12/04	"1 or 2" responses—1	
11/03 Average—4.50			11/03	"1 or 2" responses—0	

- 19) Overall, the person I care about has received good supports from KNI's staff during the past year.

(2000–2001: Overall, I am pleased with the services my loved one has received at KNI during the past year.)

5	4	3	2	1	NS
11/11 Average—4.86			11/11	"1 or 2" responses—0	
11/10 Average—4.75			11/10	"1 or 2" responses--0	
11/09 Average—4.78			11/09	"1 or 2" responses--0	
11/08 Average—4.72			11/08	"1 or 2" responses--1	
11/07 Average—4.63			11/07	"1 or 2" responses—1	
11/06 Average—4.60			11/06	"1 or 2" responses—0	
11/05 Average—4.70			11/05	"1 or 2" responses—0	
12/04 Average—4.59			12/04	"1 or 2" responses—3	
11/03 Average—4.70			11/03	"1 or 2" responses—1	
11/02 Average—4.69			11/02	"1 or 2" responses—0	
11/01 Average—4.48			11/01	"1 or 2" responses—3	
11/00 Average—4.54			11/00	"1 or 2" responses—0	
11/99 Average—Not included in survey			11/99	Not asked	
11/98 Average—Not included in survey			11/98	Not asked	
5/97 Average—Not included in survey			5/97	Not asked	

20) List the 3 things you are most satisfied with about KNI.

- 1) (55) Staff—like personal friend, respectful, caring, individualized interest, intelligent, low turnover, well trained, supportive managers, etc.
(11/11—LISTED ON 55% OF SURVEYS; 11/10—64%; 11/09—64%; 11/08—63%; 11/07—53%; 11/06—54%; 11/05—49%; 11/04—57%; 11/03—66%; 11/02—70%; 11/01—67%; 11/00—58%; 11/99—55%; 11/98—68%; 5/97—66%)
- 2) (41) Person-centered services; Community involvement/activities/jobs, etc.
(11/11—LISTED ON 41% OF SURVEYS; 11/10—38%; 11/09—48%; 11/08—30%; 11/07—33%; 11/06—33%; 11/05—33%; 11/04—22%; 11/03—31%; 11/02—17%; 11/01—21%; 11/00—18%; 11/99—11%; 11/98—15%; 5/97—19%)
- 3) (38) General Satisfaction (includes comments such as “No suggestions for improvement”, “You seem to be doing everything right”, etc.)
(11/11—LISTED ON 38% OF SURVEYS; 11/10—57%; 11/09—45%; 11/08—37%; 11/07—37%; 11/06—26%; 11/05—38%; 11/04—41%; 11/03—38%; 11/02—29%; 11/01—26%; 11/00—18%; 11/99—11%; 11/98—4%; 5/97—NOT CATEGORIZED)
- 4) (32) Maintenance of personal care and appearance
(11/11—LISTED ON 32% OF SURVEYS; 11/10—22%; 11/09—30%; 11/08—18%; 11/07—23%; 11/06—23%; 11/05—25%; 11/04—24%; 11/03—31%; 11/02—31%; 11/01—28%; 11/00—38%; 11/99—26%; 11/98—33%; 5/97—22%)
- 5) (29) Efforts to keep families informed & involved /listen to input/provide assistance for visits, parent group, Parent Place, etc.
(11/11—LISTED ON 29% OF SURVEYS; 11/10—21%; 11/09—23%; 11/08—45%; 11/07—35%; 11/06—32%; 11/05—41%; 11/04—39%; 11/03—27%; 11/02—38%; 11/01—28%; 11/00—27%; 11/99—30%; 11/98—30%; 5/97—29%)
- 6) (24) Health and medical services
(11/11—LISTED ON 24% OF SURVEYS; 11/10—19%; 11/09—28%; 11/08—13% OF SURVEYS; 11/07—15%; 11/06—16%; 11/05—19%; 11/04—15%; 11/03—22%; 11/02—22%; 11/01—16%; 11/00—19%; 11/99—15%; 11/98—10%; 5/97—17%)
- 7) (16) Homes and Facilities—clean, attractive, improved, less crowded, comfortable
(11/11—LISTED ON 16% OF SURVEYS; 11/10—33%; 11/09—23%; 11/08—21%; 11/07—19%; 11/06—28%; 11/05—23%; 11/04—26%; 11/03—28%; 11/02—28%; 11/01—33%; 11/00—35%; 11/99—30%; 11/98—25%; 5/97—31%)
- 8) (13) Safety and Security (Safe location, etc.)
(11/11—LISTED ON 13% OF SURVEYS; 11/10—8%; 11/09—8%; 11/08—6%; 11/07—2%; 11/06—8%; 11/05—1%; 11/04—2%; 11/03—3%; PRIOR YEARS—NOT CATEGORIZED)

Others:

Foster Grandparents (5) **(11/11—5%; 11/10—2%; 11/09—2%; 11/08—LISTED ON 7% OF SURVEYS; 11/07—5%; 11/06—4%; 11/05—4%; 11/04—3%; PRIOR YEARS—NOT LISTED AS A CATEGORY)**

KNI is Still Open (1) **(11/11—1%; 11/10—2%; PRIOR YEARS—NOT LISTED AS A CATEGORY)**

#21: LIST THREE SUGGESTIONS YOU HAVE FOR IMPROVING KNI.

- 1) (12) Keep KNI open
(11/11—LISTED ON 12% OF SURVEYS; 11/10—19%; 11/09—14%; PREVIOUS YEARS NOT CATEGORIZED)
- 2) (3) Family communication issues: (Communicate more about general issues, money issues, etc.)
(11/11—LISTED ON 3% OF SURVEYS; 11/10—9%; 11/09—2%; 11/08—5%; 11/07—5%; 11/06—3%; 11/05—4%; 11/04—4%; 11/03—9%; 11/02—15%; 11/01—12%; 11/00—10%; 11/99—14%; 11/98—13%; 5/97—23%)
- 3) (5) Health and personal care issues (Better diet, dental, doctor on campus, etc.)
(11/11—LISTED ON 5% OF SURVEYS; 11/10—8%; 11/09—6%; 11/08—7%; 11/07—5%; 11/06—4%; 11/05—7%; 11/04—11%; 11/03—9%; 11/02—5%; 11/01—13%; 11/00—8%; 11/99—7%; 11/98—9%; 5/97—16%) (11) Expand services, public relations efforts or funding
- 4) (4) Activity issues: (More work, more community outings)
(11/11—LISTED ON 4% OF SURVEYS; 11/10—8%; 11/09—2%; 11/08—0%; 11/07—1%; 11/06—3%; 11/05—12%; 11/04—9%; 11/03—7%; 11/02—6%; 11/01—5%; 11/00—7%; 11/99—7%; 11/98—4%; 5/97—14%)
- 5) (2) Facility issues (Keep homes cleaner, improve facilities, etc.)
(11/11—LISTED ON 2% OF SURVEYS; 11/10—5%; 11/09—9%; 11/08—6%; 11/07—2%; 11/06—1%; 11/05—1%; 11/04—3%; 11/03—3%; 11/02—1%; 11/01—6%; 11/00—6%; 11/99—2%; 11/98—6%; 5/97—9%)
- 6) (4) Staffing issues: (Increase staffing, pay staff better, etc.)
(11/11—LISTED ON 4% OF SURVEYS; 11/10—4%; 11/09—8%; 11/08—5%; 11/07—5%; 11/06—6%; 11/05—5%; 11/04—6%; 11/03—6%; 11/02—9%; 11/01—9%; 11/00—10%; 11/99—11%; 11/98—12%; 5/97—21%)
- 7) (5) Expand services, public relations efforts or funding:
(11/11—LISTED ON 5% OF SURVEYS; 11/10—3%; 11/09—13%; 11/08—5%; 11/07—3%; 11/06—11%; 11/05—4%; 11/04—4%; 11/03—3%; 11/02—7%; 11/01—5%; PREVIOUS YEARS NOT CATEGORIZED)

Others:

More person-centered services (1); Sell surplus property (1); More research (1); Add a staff/family smoking area (1); Improve billing system (1)

- (22) Would you be interested in receiving more information about any of the topics listed below? (Number of people indicating interest in receiving information on each topic)

Services available to help people live in the community/ Money Follows the Person	4
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Guardianship issues	9
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Trust funds, estate planning (Financial planning for people with disabilities)	8
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Funeral and burial planning	4
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The KNI Parent/Guardian Group	5
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Information on rights of people with disabilities	5
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Person Centered Planning (Planning for people based on what <i>they</i> want.)	2
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The Parent Place at KNI	10
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Information about how to contact KNI administrators	5
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Information about how to voice a concern or complaint about services	4
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Other Topics (Please List):

--Provide an on-line reference to ICF regulations

--Provide an updated contact list